

Infrastructure and Sub-processors for the Vlocity Services

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Scope

This documentation describes the infrastructure environment, sub-processors and certain other entities material to (A) the following Vlocity-branded managed package offerings: (i) Vlocity Communications package; (ii) Vlocity Media and Entertainment package; (iii) Vlocity Energy & Utilities or Vlocity Commodity package; (iv) Vlocity Insurance package; (v) Vlocity Health package; and (vi) Vlocity Government package (collectively, the “Managed Package Services”), (B) the Vlocity-branded offerings referred to as Digital Commerce Gateway (the “Digital Commerce Services”), and (C) the Vlocity-branded offerings referred to as Order Management Plus (the “Order Management Plus Services”, and collectively with the Managed Package Services and the Digital Commerce Services, the “Covered Services”).

The Managed Package Services are provisioned as managed packages on Customer’s existing Salesforce service; the Customer installs and runs the Managed Package Service on the underlying Salesforce service. The Infrastructure and Sub-processors Documentation applicable to the Salesforce Services describes the controls applicable to Customer Data processed in connection with the Covered Services, **except** as set forth in this documentation.

Capitalized terms used in this documentation are defined in Salesforce’s [Master Subscription Agreement](#) and [Data Processing Addendum](#).

Sub-processors — Customer Data Storage

Customer Data Storage for Customer Data processed in connection with Managed Package Services is described in the Customer Data Storage section of the Infrastructure and Sub-processors Documentation applicable to the Salesforce Services.

The infrastructure used by Salesforce to host Customer Data for the Digital Commerce Services and Order Management Plus Services is provided by a third-party hosting provider, Amazon Web Services, Inc. (“AWS”). The following table describes the countries and legal entities engaged in the storage of Customer Data by Salesforce for the Digital Commerce Services and Order Management Plus Services. In addition, Salesforce may store across its data storage locations identifying information about Customer’s instance(s) of the Services and identifying information about Users for the purposes of operating the Services, such as facilitating the login process and the provision of customer support.

Customer Region	Data Center Countries and Operators
Americas	<i>For Digital Commerce Services and Order Management Plus Services</i> <ul style="list-style-type: none">● United States (Amazon Web Services, Inc.)
APAC	<i>For Digital Commerce Services and Order Management Plus Services</i> <ul style="list-style-type: none">● Australia (Amazon Web Services, Inc.)
EMEA	<i>For Digital Commerce Services and Order Management Plus Services</i> <ul style="list-style-type: none">● Germany (Amazon Web Services, Inc.)● United Kingdom (Amazon Web Services, Inc.)

Sub-processors — Customer Data Processing

In addition to the Sub-processors that Process Customer Data in connection with the Salesforce Services, the Covered Services use the following additional Sub-processor:

Entity Name	Entity Type	Entity Country
iScale Solutions Singapore Pte. Ltd	Third-Party Service Provider: Customer Support	<ul style="list-style-type: none">Philippines
Sumo Logic, Inc. (for Digital Commerce Services and Order Management Plus Services only)	Third-Party Service Provider: Used to process application, database, and system log files.	<ul style="list-style-type: none">United States

Customers may subscribe to notifications of new sub-processors by filling out this [form](#).

Content Delivery Networks

Customer Data processed in connection with Covered Services remains subject to the Content Delivery Networks section of the Infrastructure and Sub-Processors Documentation applicable to the Salesforce Services.